

CASWELL COUNTY DEPARTMENT OF SOCIAL SERVICES BOARD MEETING MINUTES

The Caswell County Department of Social Services Board held its monthly meeting on August 19, 2014 at 9:00 a.m. in the Conference Room of the Caswell County Department of Social Services. In attendance were: Mr. Larry Hamlett; Mr. Kenneth Travis; Mr. David Owen; Ms. Marylene McCain; Mrs. Debbie Rascoe, Administrative Officer and Ms. Tammy Paschal, Accounting Technician. Mr. Jeremiah Jefferies and Ms. Dianne Moorefield were absent.

Mr. Hamlett called the meeting to order at 9:00 a.m. The agenda for the meeting was reviewed and approved upon a motion by Mr. Travis and second by Mr. McCain. Minutes of the Meeting held July 15, 2014 were reviewed and approved upon a motion by Ms. McCain and second by Mr. Owen. There was no public address to the Board.

Budget amendment #2, the first allocation for the new fiscal year in the amount of \$1,601.33 for CP&L Energy Assistant; the first allocation for \$49,309 for Smart Start/Child Day Care and the second allocation which reflects the entire balance of \$100,383 for Fuel Emergencies/CIP was approved upon a motion by Ms. McCain and second by Mr. Travis.

The Quarterly Review of Trust Fund Accounts was reviewed and approved upon a motion by Mr. Travis and second by Mr. Owen.

Board Members were informed that Ms. Jeanette Delva resigned her position as Work First Social Worker. She was offered a scholarship opportunity to further her education.

Board Members were informed that two of the individuals for whom we were Guardian passed away. While our legal responsibility ceases at death, one of the individuals did not have any known living relatives and we then had to address issues related to an Unclaimed Body. We are working with the facility in which he was placed to recover some of his funds to assist with the cost of final arrangements. We have been working with his church toward allowing his remains to be buried alongside his deceased family members. If we are unable to locate family or anyone who is willing to accept responsibility, DSS may have to pay any remaining expenses, if there are any. We do budget some limited funds to assist with this if necessary.

Board Members were informed that after several in-house promotions and a resignation, we have the following vacancies: Income Maintenance Caseworker and Work First Social Worker. We will have a Social Worker II vacancy in Adult Services Unit as soon as an in-house applicant is transferred into Michelle Waddell's vacant position.

Supervisors attended the meeting and reported on work within their respective units. Ms. Racquel Hughes was absent. Ms. Jennifer Holt informed the Board Members of the Energy Programs Outreach Plan. Copies of the plan were given to each Board Member. The plan was reviewed and approved upon a motion by Mr. Owen and second by Ms. McCain.

The next regularly scheduled meeting of the Social Services Board is scheduled for September 16, 2014 at 9:00 a.m. in the Conference Room of the Department of Social Services.

Upon a motion by Mr. Travis and second by Mr. Owen, the meeting of the Social Services Board was adjourned at 9:25 a.m.

Respectfully Submitted,


Larry Hamlett, Co-Chairman

9/23/2014
Date


Debbie Rascoe, Administrative Officer

9/30/2014
Date



**North Carolina Department of Health and Human Services
Division of Medical Assistance**

Pat McCrory
Governor

Aldona Z. Wos, M.D.
Ambassador (Ret.)
Secretary DHHS

Robin Gary Cummings, M.D.
Deputy Secretary for Health Services
Director, Division of Medical Assistance

August 28, 2014

Dear County Department of Social Services Director:

Over the past three months County Departments of Social Services have made dramatic progress in reducing the number of untimely Medicaid applications from a high of 104,000 to just over 26,000 and we are well on the way to meet the August time frame we established to complete the ACA back log. DHHS commends each of you and your staff for the hard work and commitment that has been devoted to this important task.

As stated previously during conference calls, North Carolina has received approval from the Centers for Medicare and Medicaid Services (CMS) for County Departments of Social Services to receive 75% reimbursement for Medicaid eligibility functions performed in the Eligibility Information System (EIS). This approval is retroactive to June 1, 2014. On August 25, 2014, SIS change notice #04-14 was sent out providing instructions for coding time in EIS to 75% reimbursement retroactive to the June service month. As we complete hard launch over the next few months, counties can expect to be able to claim 75% reimbursement for Medicaid eligibility functions throughout SFY 2014-2015 and ongoing.

In response to the June 13, 2014 Dear County Director Letter, every county has submitted an Accelerated Medicaid Processing Plan (AMPP). While each of these plans remains in force, we do note that almost every county has relied on compensatory time and/or paid overtime to reduce the number of overdue Medicaid applications. We have heard from many of you that the stress on staff has increased over the past few months. Continuing to rely on compensatory or paid overtime alone does not constitute a sustainable plan for managing the present and future workload.

We strongly encourage counties to evaluate your current staffing situation and determine staffing needs going forward. The approval from CMS for 75% reimbursement in EIS is based upon our counties investing savings in needed resources to "successfully conquer the challenges of ACA MAGI application backlogs, MAGI recertifications and the rollout of NC FAST." Decisions about staffing must take into account the increase in applications expected during each annual ACA open enrollment period.

Department staff will be contacting you to discuss your plans reflecting the resources needed to successfully prepare for and meet the challenges that lie ahead. These plans are critical to NC's success and must reflect each county's on-going capacity for:

1. Maintaining the Food and Nutrition Services workload for both applications and recertifications;
2. Eliminating all untimely Medicaid applications;
3. Eliminating all untimely Medicaid recertifications;

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4. Successful implementation of the next phases of hard launch as scheduled with NC FAST;
5. Preparation for the **November 15, 2014** Annual Open Enrollment Period for Healthcare.gov and the anticipated next wave of Medicaid applications being transferred to North Carolina;
6. Preparation for full conversion to NC FAST with the CMS waiver for MAGI recertifications in EIS **ending on December 31, 2014**;
7. Achieving a sustainability plan for timely and accurate processing of applications and recertifications for all programs, maintenance of quality customer service, and implementation of effective work support strategies on an ongoing basis.

NC FAST is working to implement the recommendations provided through the DSS Directors Association, strengthen the Help Desk, reduce the number of system defects and enhance user experience with the software. A fully functional Operational Support Team is trained and ready to assist counties with policy and business process support. Our Local Support Managers and leadership of our Division and Department are available to provide guidance and support.

With the full implementation of NC FAST, we are creating a new landscape for the administration of public assistance programs in North Carolina. New business processes will increase the efficiency of our operations and our capacity to provide assistance in a timely and accurate manner. It is imperative that every county reinvest in the resources that will help sustain the accomplishments that have been made over the past months.

Please contact us with questions or for assistance in assessing and planning for needed resources to sustain success in meeting future challenges. You may contact our Local Support Managers, Christy Nash (252) 375-0553 or Darrell Renfroe (828) 230-1912; or Sheila Platts (DMA) at (919) 855-4023 or Wayne Black (DSS) at (919) 527-6336.

Thank you for your continued commitment to the provision of timely and efficient services to the residents of North Carolina.

Sincerely,



Robin Gary Cummings, MD
Deputy Secretary for Health Services
Director, Division of Medical Assistance



Wayne E. Black
Director, Division of Social Services

SOCIAL SERVICES BOARD MEETING

August 19, 2014

- I. Overdue Application Report for July- 2014- Two in NCFAST
Overdue Application Report for July – 2014 Two in EIS**

II. Medicaid Eligibility

August 2014	August - 2014	NCFAST – August 2014
Open Cases – 3,983	Open Cases – 4,055	Open Cases – 327
Open People – 4776	Open People – 4,727	Medicaid
Authorized People – 4,614	Authorized People – 4,710	

III. North Carolina Health Choice

August - 2013	August– 2014
Open Cases – 203	Open Cases - 112
Authorized People – 297	Authorized People - 162

IV. SA (REST HOME)

August – 2013

August – 2014

Authorized People – 89

Authorized People - 93

V. Application, Reviews and Changes

	July - 2013	July - 2014	
Applications Taken	168	100	
Applications Approved	124	63	
Applications Denied	51	38	
Applications Withdrawn	2	0	
Reviews	386	296	
Total Changes	1,094	785	
Terminated	125	71	

VI. AFDC-EA: CASWELL COUNTY DSS DIDN'T SERVED 0 FAMILIES FROM THE

EMERGENCY DURING THE MONTH OF July 2014 totaling \$0.00

VII. REPORT CARD – July - 2013

We are at 100% total for all programs: MAD – 100%, AAF – 100% MAA – 100%,
MQB– 100% MAF – 100% MIC – 100%, MPW – 100%, NCHC 100 %

REPORT CARD – July - 2014

We were at 98% total in all programs: MAD - 100%, AAF – 100%, MAA – 100%
MQB - 100%, MAF – 100%, MIC – 71%, MPW – 100% AND NCHC –100%

**VIII. Cost Calculation Report for the Month of July 2014 County Share -
\$ 00.00**

**Cost Calculation Report for the Month of July 2013 County Share -
\$ 25.00**

**IX. All Eligibility Workers continue to Cross Train as Universal Workers for NC FAST,
Work Support Strategies, MAGI application and the Affordable Care Act, and the
Federally Funded Market Place.**

Mary Harrelson, Supervisor IMSII

August 11, 2014

**Social Services Board Meeting
September 16th, 2014**

EBT Issuance:

August 2014

Issuance	\$598,265
Cases	2667
Individuals	5167

August 2013

Issuance	\$555,101
Cases	2656
Individuals	5135

Workload Report:

August 2014

Applications taken	152
Applications approved	125
Applications denied	12
Overdue applications	0
Redeterminations	370

August 2013

Applications taken	140
Applications approved	120
Applications denied	10
Overdue applications	0
Redeterminations	353

Fraud Report:

August 2014 FNS recoupments \$1,681

August 2013 FNS recoupments \$1,445

Crisis Intervention Program (CIP) Report:

LIEAP

July 1, 2014 thru June 30, 2015

New allocations	\$85,578
Total allocations to date	\$100,383
Total CIP money used – August	\$6,619.81
Available balance to date	\$87,162.71
Applications approved	129– 65 August
Applications denied	3 – 3 August

New Allocations	\$0
Total Allocations	\$0
Available Balance	\$0
Applications Pending	
Applications Approved	
Applications Denied	

Respectfully submitted,
Jennifer Holt
Income Maintenance Supervisor II

CASWELL COUNTY DEPARTMENT OF SOCIAL SERVICES BOARD REPORT
ECONOMIC INDEPENDENCE UNIT
SEPTEMBER 16, 2014

WORK FIRST EMPLOYMENT SERVICES:

Employment Services staff have received no request for an extension of the 24-month local time clock for Work First Cash Assistance since the last Board Meeting.

• **Monthly AFDC/WFFA Case Profile Summary Comparison:**

	September 2014	September 2013
Total # WFFA Cases	37	38
Caseload Increase/Decrease From Previous Month	(-0-) 37	(-2) 40
Child Only Cases	35 (94.59%)	30 (78.95%)
Single-Parent Cases	2 (5.41%)	8 (21.05%)
Cases Receiving Extension of Benefits	0	0
Average WFFA Payment	\$207.27	\$203.37

• **WFES / Pay After Performance/ Two-Parent Case Comparison:**

	September 2014	September 2013
Total # 2-Parent Households	0	0
Caseload Increase/Decrease From Previous Month	(-0-) 0	(-0-) 0
Benefit Diversion Cases	0	0
Non-Able Bodied Cases	0	0
Cases Meeting Work Requirement	0	0
Cases Not Meeting Work Requirement	0	0
New Application for Assistance	0	0
Average WFFA Payment	\$0.00	\$0.00

Please see reverse for Page 2

CHILD SUPPORT ENFORCEMENT:

- **Collection Information Comparison** for the Caswell County IV-D Unit:

	August 2014	August 2013
Net Current Month Collections	\$132,144.59	\$136,748.96
Monthly Collection Goal	\$153,721.00	\$157,603.81
Net Previous Month Collections	\$149,315.86	\$150,260.12
Net YTD Collections	\$281,460.45	\$287,009.08
Collections Goal for the Year	\$1,738,864.00	\$1,899,737.00
Percentage of Goal Met YTD	16.19%	15.11%
Target Percentage of Goal Met YTD	(2 mo.) 16.67%	[2 mo.) 16.67%

- **Child Support Enforcement Court Activity Report:**

	August 2014	August 2013
Number of Cases Scheduled/Heard	18/18	74/70
New Orders for Support Entered	2	2
New Current Support Payments	\$237.00	\$1,200.00
New Frequencies Toward Arrears	1	9
New Frequency Payments	\$25.00	\$1,296.00
Orders for Arrest	0	4
Jail Sentences	0	1
Purge Amounts	\$0.00	\$930.00
Total Payments Collected in Court	\$0.00	\$3,080.00
New Paternity Cases Established	0	0
Number of Modifications Heard	4	18

CHILD CARE SUBSIDY:

- **Comparative Summary of Child Care Subsidy Expenditures (CCDF, Smart Start & TANF):**

July Service Month Paid in August	2013/2014	2012/2013
Total Monthly Payment Amount	\$56,269.95	\$51,012.35
Monthly Unduplicated Child Count	145	125
Total Year-to-Date Expenditures	\$108,727.45	\$99,223.05
YTD Unduplicated Child Count	155	131
Total Allocation Available to Date	\$587,630.00	\$603,519.00
Traditional Spending Coefficient (2 mo.)	111.02%	98.64%

Child Care Subsidy Waiting List

The waiting list that was implemented on February 24, 2010 was cleared in April 2014 due to the availability of child care subsidy funds. However, that waiting list continues to remain in effect. We will be closely monitoring the funding available and the spending trends, in the hopes of lifting the waiting list when it becomes feasible for us to do so. **(WILL REPORT THE NUMBER OF CHILDREN ON THE WAITING LIST ON SEPTEMBER 16, 2014, DUE TO THE INFORMATION BEING UNAVAILABLE WHEN THIS REPORT WAS COMPLETED.)**

Submitted by: Tonya Breedlove September 8, 2014

Caswell County Department of Social Services
DSS Board Report - Child Protective Services

September 16, 2014

CPS Family & Investigative Assessments

	August 2014	August 2013
1.Total Number of Reports Accepted for Investigation	24	10
2.Total Number of Reports Screened Out	3	5
3.Total Number of Reports Referred to other Jurisdictions	2	1
4.Total Number of Treatment Cases Transferred In	0	2
5.Total Number of Intercounty Investigations	1	0
6.Total Number of Courtesy Interviews/Assists	4	2
7.Total Number of Open Investigative and Family Assessments on the Last Day of the Month	22	17
8.Total Number of Active CPS-Case Planning/Case Management Cases (families) Open Last Day of the Month	5	6
9.Total Number of Malicious Reports Received	0	0

Additional Information

- The Child Protective Services Unit is fully staffed.
- Mrs. Afrika Faison completed the Child Welfare In North Carolina: Pre-Service Curriculum for New Workers and Supervisors training on August 8, 2014. The training was conducted in Greensboro, North Carolina.

Respectfully submitted by Lisa H. Anderson
Child Protective Services Supervisor
September 5, 2014

Board Report
September 16, 2014

During the month of August 2014 we had no new children to enter or exit care.
One child turned eighteen and chose not to sign a CARS Agreement (Contractual Agreement for Continuing Residential Support,) requesting to remain in foster care.

Work Load Report	August 2014	August 2013
Children in DSS Custody	17	11
Foster Care Services for children in custody of another state/county	1	0
Licensure of foster and adoptive homes	2	0
Adoption Assessments	1	1
Home studies for other Courts	2	2
Supervision of foster homes	3	4

Training:

Child Placement Social Workers, Lucinda Wilson and Lisa Barnett, participated in the MRS/SOC Telephone Conference call in August.

Child and Family Services:

On August 18, 2014, a child turned eighteen and chose not to sign a CARS Agreement (Contractual Agreement for Continuing Residential Support,) requesting to remain in foster care. She has moved back into her father's home and sporadically stays with her boyfriend.

Workers remain in rotation to handle courtesy requests within the Child Protective Services Unit.

Prepared By: Racquel Hughes
Child Placement Supervisor
September 8, 2014